600-455^{Q&As}

Designing Cisco Unified Contact Center Enterprise (UCCED)

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QUESTION 1

When you deploy Cisco Unified CCE on Cisco UCS C-Series Servers, which statement about the connectivity of the upstream switches is true?

A. You can connect the Cisco UCS C-Series Servers to stacked Layer 2 switches (having multiple Layer 2 switches for HA but in a stackable configuration).

B. You can connect to two or more Layer 2 upstream switches.

C. You can connect to only one Layer 2 upstream switch per Cisco UCS C-Series Server.

D. Cisco UCS C-Series Server does not support Layer 2 upstream switches.

Correct Answer: B

QUESTION 2

Which VMware feature is supported for use with Cisco Unified Contact Center Enterprise (UCCE)?

A. VMware vMotion

B. VMware distributed vSwitch

C. VMware consolidated backup

D. VMware snapshots E. vDisk thick provisioning

Correct Answer: E

QUESTION 3

In Cisco UCCE, What is the reference design for vmnic configuration on UCS Tested Reference Configuration (TRCs)?

A. An active-standby scheme

B. With UCS B, use only active-active scheme with Fabric Interconnect switch (FI)

C. Either Mode (active-active or active-standby) with Nexus 1000v

D. An active-active non-failover ride scheme

Correct Answer: B

https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/ucs_n et_config_for_ucce.html

QUESTION 4

Which two primary factors affect bandwidth sizing between a Cisco Unified Intelligence Center server and client?

(Choose two.)

A. number of historical reports the user is running concurrently

B. number of concurrent agents logged on to Cisco Unified Intelligence Center

C. number of historical database servers in the deployment

D. number of real-time reports the user is running concurrently

E. total ECC variables in bytes

Correct Answer: AD

QUESTION 5

Which four items are factors of bandwidth requirements for the visible network connection between the Cisco Unified Contact Center Enterprise Agent Peripheral Gateway and the call router? (Choose four.)

A. busy hour call attempts

B. number of skill groups per agent

C. number of agents

D. number of call types

E. percent of traffic with Courtesy Callback

F. number of call and ECC variables

G. number of concurrent real-time reports

H. percent of traffic requires Agent Greeting

I. percent of traffic requires Whisper Announcements

Correct Answer: ABCF

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